



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

<http://www.dmas.state.va.us>

MEDICAID MEMO

TO: Hospitals, Physicians, Laboratories, and Community Services Boards

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 10/7/2014

SUBJECT: New Regulations for Temporary Detention Orders (TDO's) and Emergency Custody Orders (ECOs)

The purpose of this memorandum is to inform providers that effective July 1, 2014 the duration of a TDO has increased from 48 to 72 hours prior to the TDO hearing. The duration of an emergency custody order (ECO) shall be valid for a period not to exceed eight hours from the time of execution from the law enforcement officer.

If the 72-hour period terminates on a Saturday, Sunday, legal holiday, or day on which the court is lawfully closed, the individual may be detained, until the close of business on the next day that is not a Saturday, Sunday, legal holiday, or day on which the court is lawfully closed. This extension does not change the current policy that TDO does not cover the day of the hearing.

If an ECO has been issued, and the individual is detained in a state facility, an employee or designee of the community services board may, for an additional four (4) hours, continue to attempt to identify an alternative facility that is able and willing to provide temporary detention and appropriate care to the individual.

MINORS UNDER A TDO

A minor is defined as less than eighteen years of age. The duration of temporary detention shall not exceed 96 hours prior to the TDO hearing. If the 96-hour period terminates on a Saturday, Sunday, legal holiday, or day on which the court is lawfully closed, the minor may be detained, as herein provided, until the close of business on the next day that is not a Saturday, Sunday, legal holiday, or day on which the court is lawfully closed. The minor may be released, before the 96-hour period herein specified has run.

For more detailed information related to the specific regulation, please access the following link <http://law.lis.virginia.gov/vacode/title37.2/chapter8>. Click on the option for Article 4. Emergency Custody and Involuntary Temporary Detention

COMMONWEALTH COORDINATED CARE

Commonwealth Coordinated Care (CCC) is a new initiative to coordinate care for individuals who are currently served by both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx to learn more.

MANAGED CARE ORGANIZATIONS

Many Medicaid recipients are enrolled with one of the Department's contracted Managed Care Organizations (MCO). In order to be reimbursed for services provided to an MCO enrolled individual, providers must follow their respective contract with the MCO. The MCO may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the MCO directly. Additional information about the Medicaid MCO program can be found at http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.